



REPLACEMENT SHEET

ATTY DKT. No.: WEAT/0042

U.S. SERIAL No.: 09/668,785

FILED: SEPTEMBER 22, 2000

TITLE: METHODS AND APPARATUS FOR INTERACTIVE COMMUNICATION WITH SERVICE AND SUPPORT PERSONS

CONF. No.: 2355

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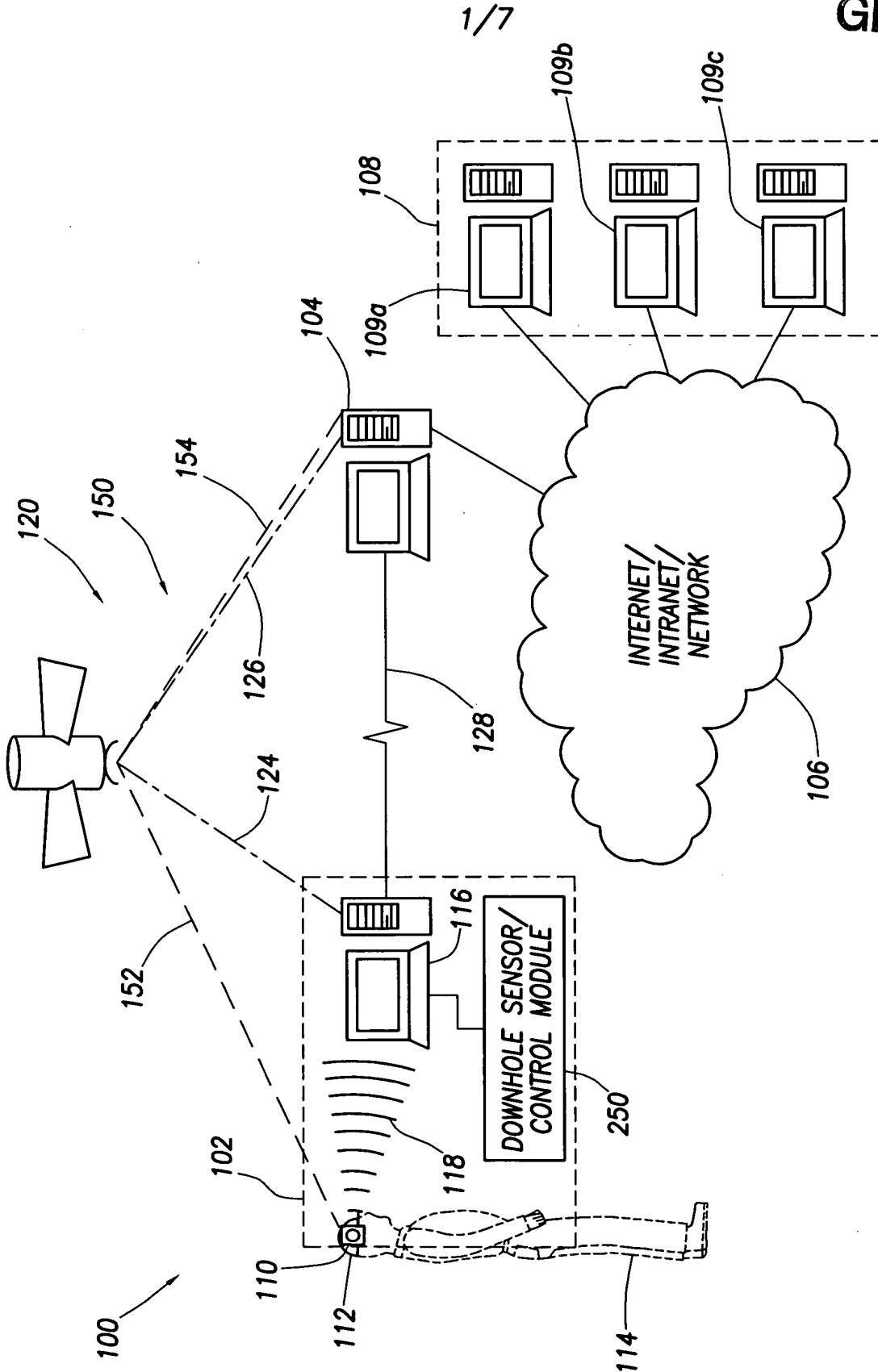


FIG.1



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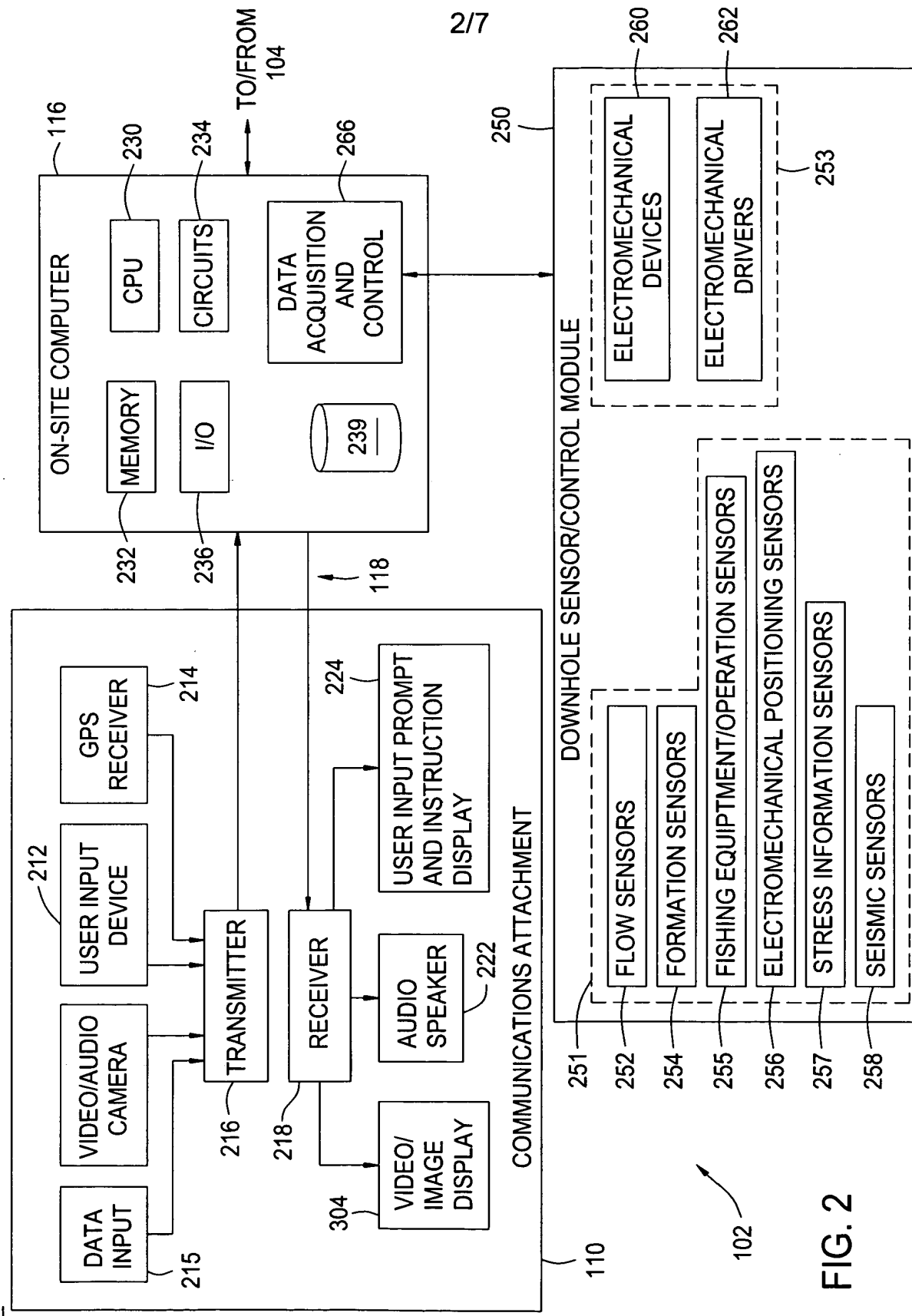


FIG. 2



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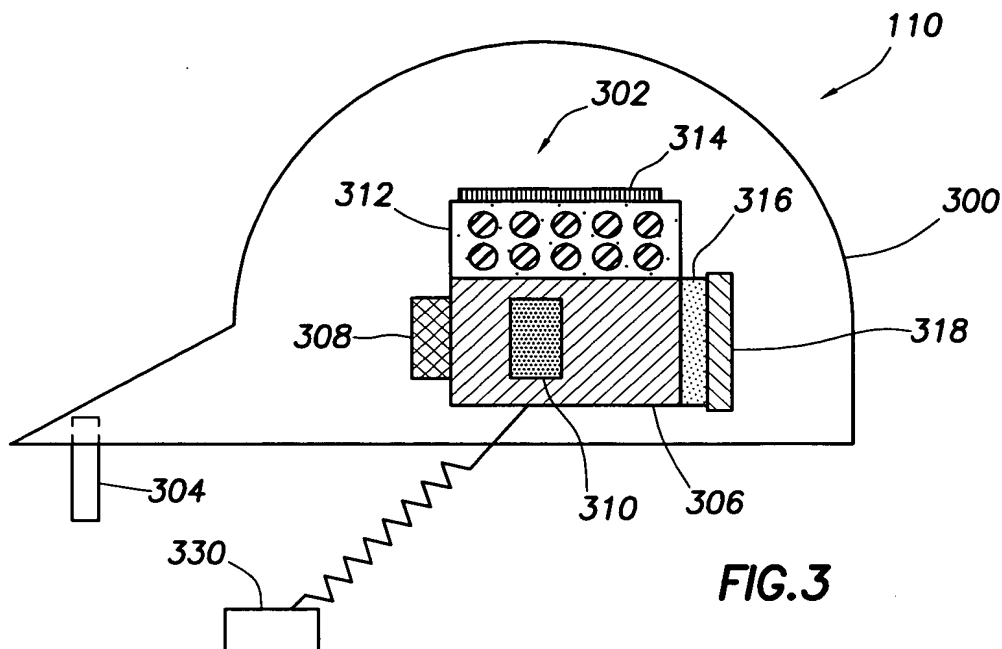


FIG. 3

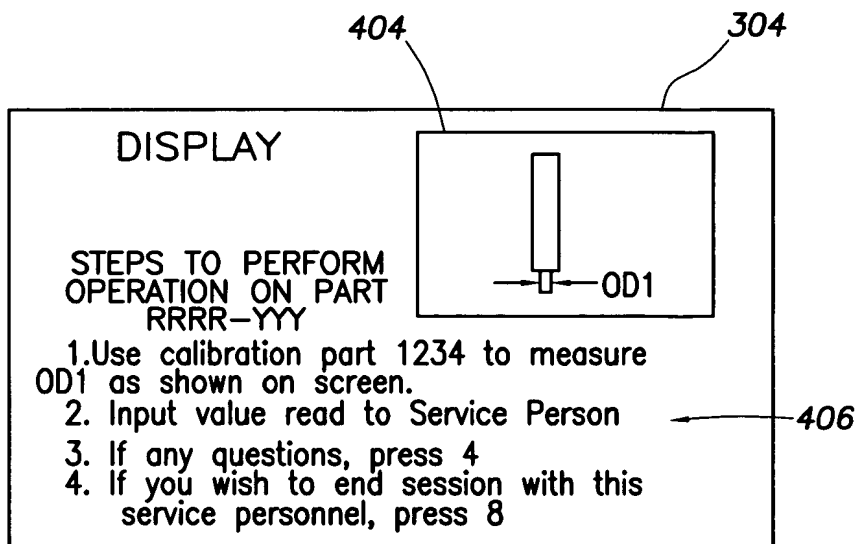


FIG. 4



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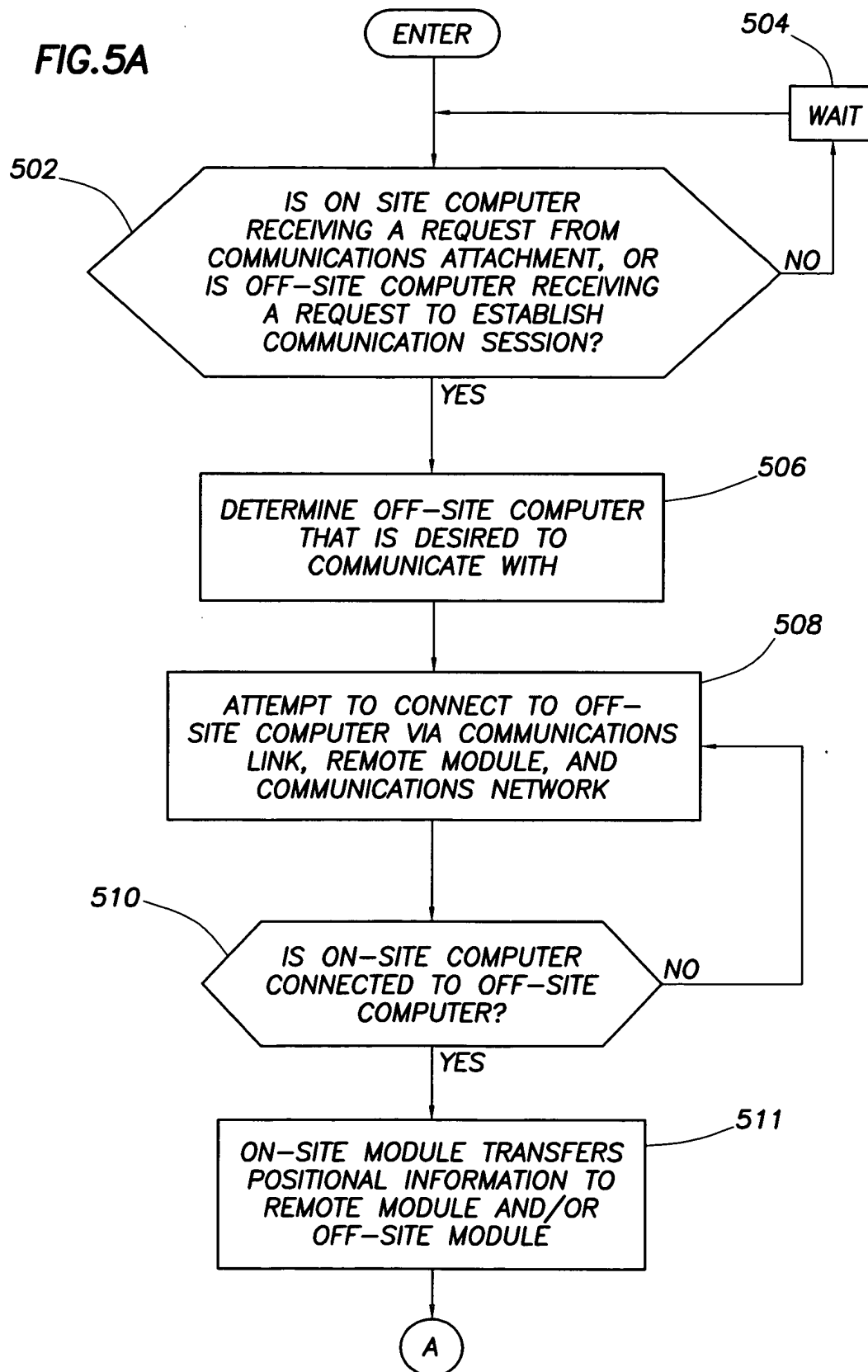
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FIG. 5A





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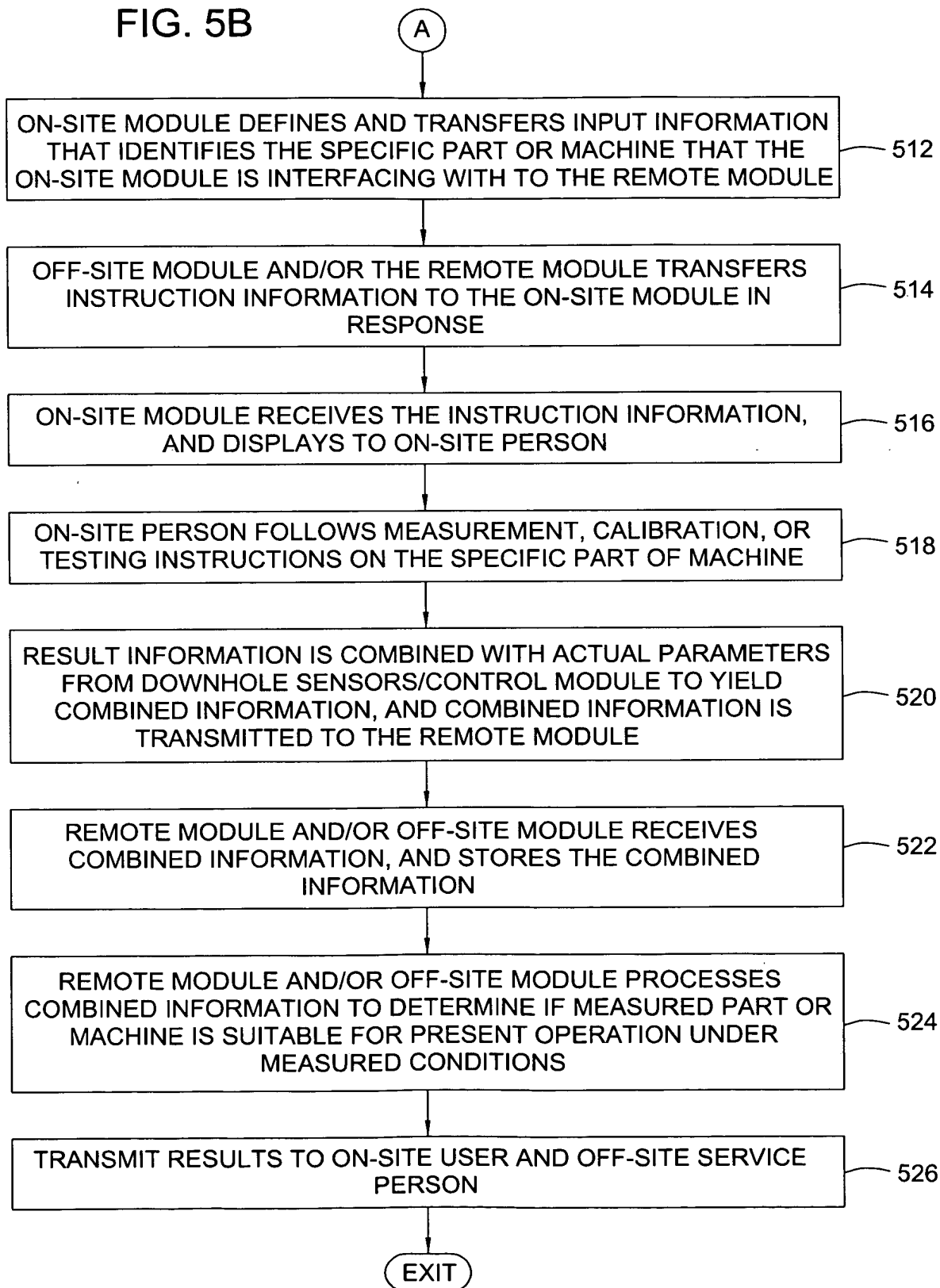
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FIG. 5B





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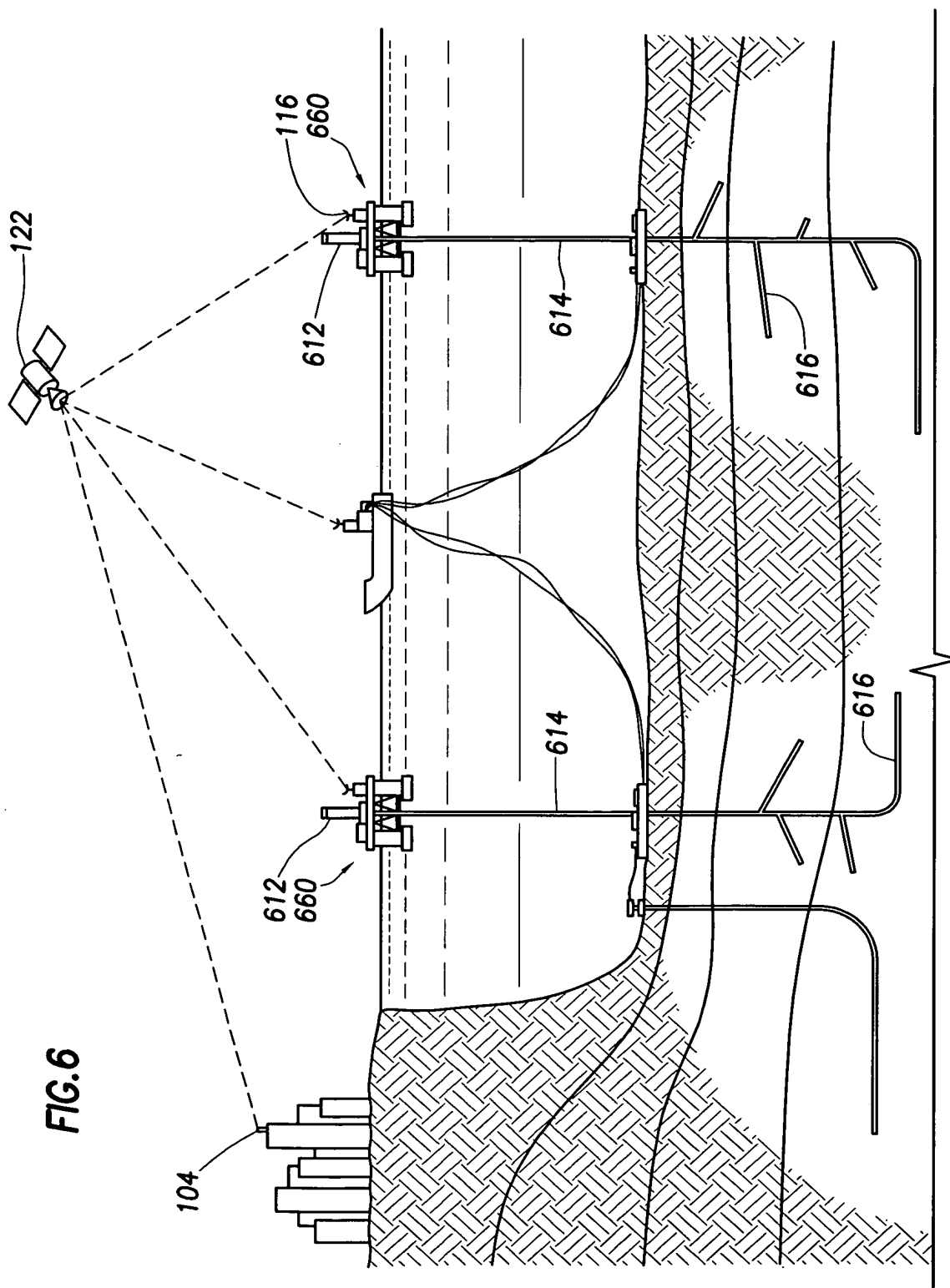


FIG. 6



REPLACEMENT SHEET

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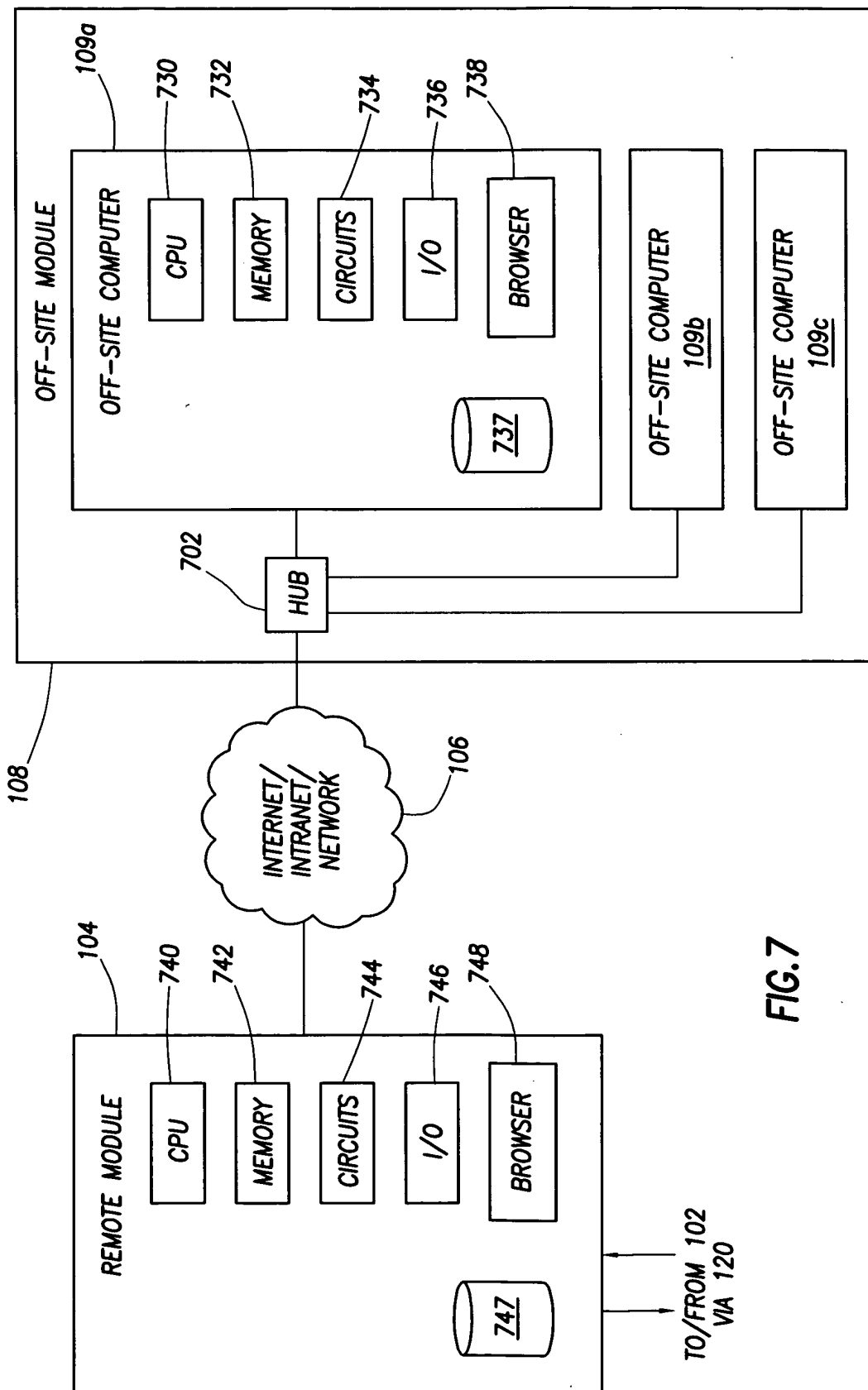


FIG. 7